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**To:** Council Member Gabriela Santiago-Romero  
**From:** Anthony Zander, Director, Civil Rights, Inclusion and Opportunity Department  
**Date:** April 9, 2025  
**Re:** Responses to 2025-2026 CRIO Budget Analysis

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Please find below responses to your questions sent on 3/31/2025, regarding the Fiscal Year 2026 Proposed Budget for CRIO.

1. **Please provide a detailed step-by-step explanation of how the department processes a complaint or violation under Chapter 23.**
  - a. Complaints are received via the department's official form, which can be done by completing a digitally online or manual.
  - b. The department reviews the complaint to determine completeness and Jurisdiction.
  - c. Letter of Concern is sent to the Respondent, outlining the allegations and requesting a written response within 15 days.
  - d. Investigation & Analyze complaint.
  - e. Make a determination & disposition regarding complaint and evidence provided.
2. **Please provide an overview of the current staffing levels within the department, particularly in relation to the number of investigators, compliance officers, and support staff.**

CRIO currently has 34 FTEs.

There are six (6) staff assigned to the Civil Rights team (investigators).

There are five (5) staff that oversee compliance for EO 2024-2 and CBOs.

There are additional staff that support each of these teams – administration, data, policy, etc.

3. **How do you assess if staffing levels are adequate to address the volume of civil rights and language access complaints received annually?**

We evaluate using a number of methodologies to evaluate and maintain proper staffing levels – KPI's, workload balance, personnel performance, etc.

4. **Are there any plans to increase staffing in the near future to meet growing demand, and if so, how would this impact the department's operations and budget allocation?**

As of now, CRIO does not anticipate increasing staffing levels. We will continue to monitor our operation needs using the processes described in question #3.